

CACHE METROPOLITAN ORGANIZATION AREA

AREA OVERVIEW:

JURISDICTION:

The Cache Metropolitan Planning Organization was put together after the 1990 Census when the urbanized area surpassed 50,000 in population. It is responsible for the development of the regional transportation plan for the metropolitan area. This area includes Smithfield in the north to Wellsville and Hyrum in the South. See Figure 1.

The cities that fall in CMPO jurisdiction include:

- | | |
|-------------|-----------------|
| ▪ Hyde Park | ▪ North Logan |
| ▪ Hyrum | ▪ Providence |
| ▪ Logan | ▪ River Heights |
| ▪ Millville | ▪ Smithfield |
| ▪ Nibley | ▪ Wellsville |

LOCAL AREA CONDITIONS & AVAILABLE TRANSPORTATION SERVICES

Logan city is the center of population and employment in Cache Valley. 53% of the population and about 70% of employment for the CMPO area is located in Logan. Utah State University has been a contributor to employment having approximately 6,000 employees. Coordination of transportation between these cities is crucial in making transportation work through the CMPO area.

The CMPO area has previously been served by two public transit providers; both are fare free systems. The Cache Valley Transit District serves all of Cache Valley. It had two bus routes, a northern and a southern route, that ran 13 buses each a day on weekdays and six routes on Saturdays. The Logan Transit District had routes that both ended and began at the transit center in Logan, located at 150 East 500 North. It served Logan and North Logan with 10 local routes at 30 minute headways on weekdays and Saturdays. Effective February of 2007, the Logan Transit District was annexed into the Cache Valley Transit District creating one public transit provider in Cache Valley.

Other service providers included in this study are:

- | | |
|--|--|
| ▪ Cache County Senior Citizens | ▪ Cache Valley Community Health Clinic |
| ▪ Cache Employment and Training Center | ▪ Sunshine Terrace |
| ▪ Common Ground Outdoor Adventure | ▪ Hyrum Senior Citizen's |
| ▪ New Discoveries | ▪ North Logan Senior Citizen's Center |
| ▪ Options for Independence | ▪ Smithfield Senior Citizen's Center |
| ▪ Bear River Adult Skills Center | ▪ Rich County Senior Citizen's Center |

Details for some of these centers are listed in Table 1.

FIGURE 1: CACHE MPO URBANIZED AREA

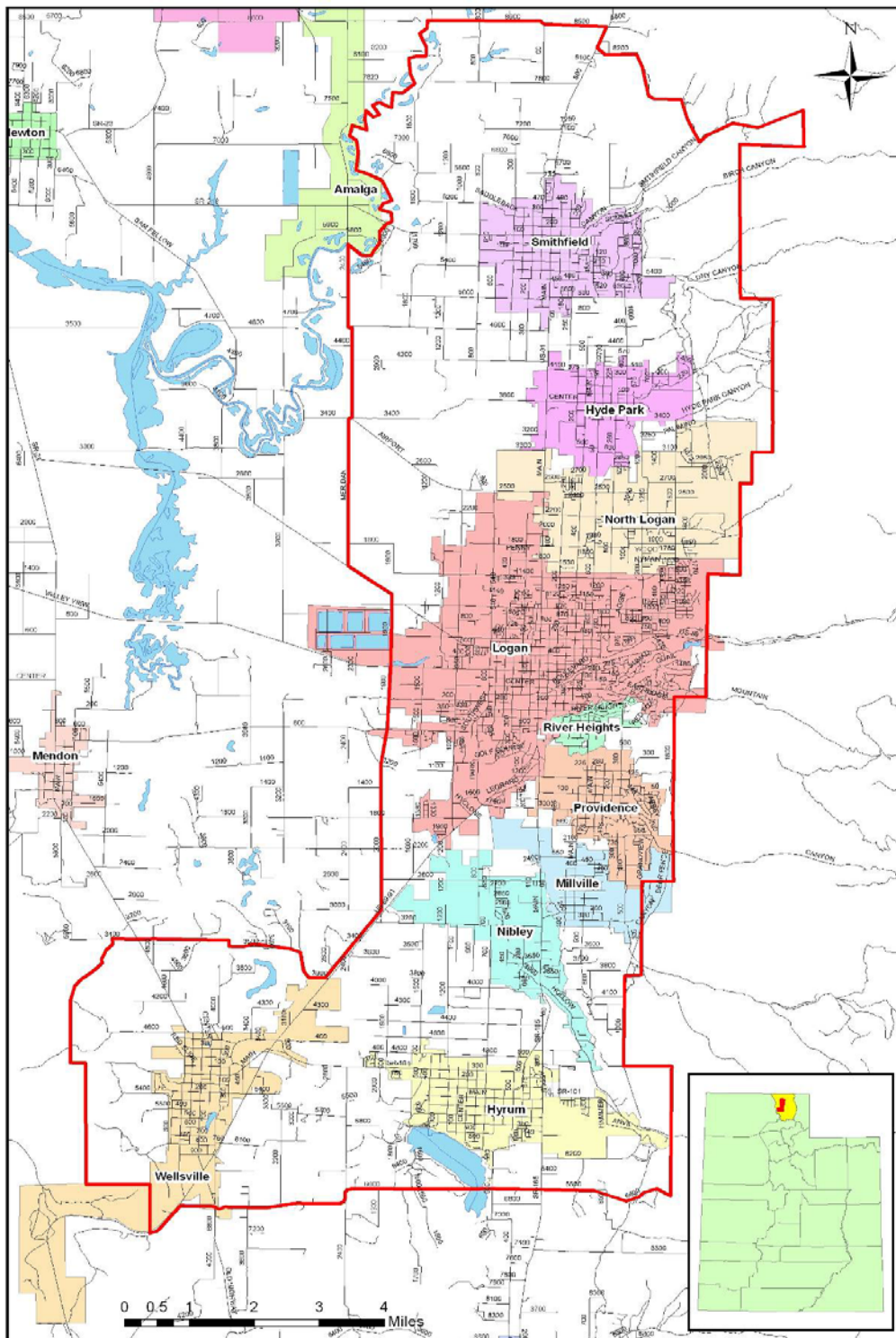


TABLE 1: SERVICE PROVIDER INFORMATION

	Agency Name	Cache Valley Tranist District	Cache Employment and Training Center	Cache County Senior Citizen's Center	Sunshine Terrace	Options For Independence	Common Ground Outdoor Adventure	Bear River Mental Health	Bear River Activity & Skill Center	Aggie Shuttle
Agency Information	Service Area	Cache County	Box Elder, Cache and Franklin Counties	Cache County	Most hospitals, local , Ogden SLC, and Cache Valley physicians	Cache, Rich and Box Elder Counties	Cache, Rich, Box Elder, and Weber Counties	Cache County, Offices in Box Elder and Rich Counties	Cache County	Utah State University Campus
	Service Type	• Fixed Route • Other : Paratransit service, orgin to destinations	• Fixed Route • Demand Response	• Demand Response	• Fixed Route • Demand Response • Route or Point Deviation	• Services are provided for OPTIONS sponsored community recreation activities	• Demand Response • To recreational areas both in and out of state	• Demand Response	• Fixed Route	• Fixed Route
	Scheduling Type	1: Phone call to one location for multiple destinations	1: Phone call to one location for multiple destinations	1: Phone call to one location for multiple destinations	4: Scheduled appointments for residents	3: No scheduled services are offered	3: No scheduled services are offered	3: No scheduled services are offered	3: No scheduled services are offered	1: Phone call to one location for multiple destinations
Eligibility Requirements	Age Requirements	-	-	must be 60 yrs and older	-	-	-	-	-	-
	Disability Requirements	-	developmental or physical disability	-	-	must have a disability and no other means of transportation	program participant must have a disability	must have a mental illness	Disiblity: Pay private of have DSPD funding	-
	Income Requirements	-	-	-	-	-	-	-	-	-
Ownership & Maintenance	Ownership	• Own Vehicles	• Own Vehicle	• Own Vehicle	• Own Vehicle	• Own Vehicles	• Own Vehicles	• Own Vehicles	• Lease Vehicles	• Lease Vehicles • Own Vehicles
	Maintenance	• In-House • Contracted Out	• Contract Out	• Contract Out	• In-House • Contracted Out	• Contracted out	• Contracted out	• Contracted out	• Contracted out	• In-House • Contracted out
Employees	Drivers & Attendants	• 14 Full Time • 75 Part Time	• 8 Part Time Drivers • 5 Part Time Attendants	• 1 Full Time • 1 Part Time	• 5 Full Time	• 2 Part Time	• 5 Part Time	• 14 Part Time	• 4 Part Time	• 30 Part Time
	Dispatch & Other	10	• 1 Part Time Dispatcher • 1 Part Time Other	-	• 1 Full Time	-	-	-	-	• 1 Unpaid Volunteer
# Vehicles (# Accessible Vehicles)	4-9 Passengers	6 (6)	4	-	4 (3)	-	-	4	3 (1)	-
	10-15 Passengers	-	16 (8)	4 (1)	4 (4)	3 (3)	3 (1)	2 (1)	-	-
	16-24 Passengers	2 (2)	-	-	-	-	-	-	-	-
	25+ Passengers	18 (18)	-	-	-	-	-	-	-	10 (10)
Operations Data	Total Hours	804,602 - Fixed 103,102 - Paratransit	28,800	1,470	-	616	-	1,040	1,200	-
	Total Miles	1,468,724 - Fixed 25,070 - Riders	170,500	15,604	-	7,322	60,000	20,000	48,000	120,000
	Total Passengers	54,693.59 - Fixed 11,349 - Hours	75,000	335	-	1,702	9,000	400	25	930,000
Operating Periods	Weekday	6:00 AM - 9:00 PM	6:00 AM-6:00 PM	9:00 AM - 3:00 PM	24 hrs	9:00 AM - 9:00 PM	6:00 AM - 9:00 PM	9:00 AM - 6:00 PM	6:00 AM - 9:00 PM; 3:00 PM - 6:00 PM	6:00 AM - 6:00 PM
	Saturday	9:00 AM - 6:00 PM	-	-	24 hrs	-	6:00 AM - 9:00 PM	-	-	-
	Sunday	-	-	-	24 hrs	-	6:00 AM - 9:00 PM	-	-	-
Funding Source & Restrictions	Funding Source	• City, County or Special District • Federal Funds • State Funds: Sales Tax	• United Way • State Funds: Division of Services for People with Disabilities	• Donations, United Way, fundraising, volunteer • Federal Funds: Federal TeHe IIIB Aging Funds • State Funds: State support service Aging funds	• Charging Customers	• US Department of Education • Utah State Office of Rehabilitation Services • Donations, United Way, fundraising, volunteers	• Donations, United Way, Fundraising, Volunteers	• State Funds	• State Funds: DSDP 7.73 per day	• State Funds: Legislative E&G
	Restrictions	-	• For people with disabilities	• For seniors	-	• For people with disabilities	• For people with disabilities	• Mental Health Clients of all ages	• For people with disabilities	• Students
Trip Types & Restrictions	Trip Types	Medical Appointments, Employment, Education, Shopping & Personal Business, Field Trips & Recreation	Programs at the Agency, Employment, Education, Shopping & Personal Business, Field Trips & Recreation	Programs at the Agency, Congregate Meals, Medical Appointments, Shopping & Personal Business, Field Trips & Recreation	Programs at the Agency, Medical Appointments, Shopping & Personal Business, Field Trips & Recreation	Programs at the Agency, Programs at another Agency, Shopping & Personal Business, Field Trips & Recreation	Programs at the Agency, Field Trips & Recreation	Programs at the Agency, Medical Appointments, Shopping & Personal Business, Field Trips & Recreation	Programs at the Agency, Employment, Field Tirps & Recreation	Employment, Eduction, Field Trips & Recreation
	Trip Restrictions	This Agency's Services	This Agency's Services	This Agency's Services, Nutrition	-	This Agency's Services	Outdoor Recreation	This Agency's Services	This Agency's Services	-

DISTRIBUTION OF SERVICES

Table 2 presents the clientele that each of the service providers supply. It also shows where the gaps are and who, of the targeted population, are not being served. Only one of the eight surveyed providers offered services to those who do not have a vehicle. The low-income population is not being served adequately.

Figure 2 is a map showing the location of each provider. As shown, most of the providers are located in Logan. If coordination between these organizations could be synchronized, it would increase the efficiency of the trips that each vehicle takes.

Figure 3 displays the different services that are available in the CMPO area. These critical locations are of interest because they would be where the targeted population would possibly be traveling.

Both figures, though they do not show everything that is available, give a representation of the distribution of services throughout the CMPO area.

TABLE 2: PROVIDERS AND CLIENTS

	Options for Independence	Cache Employment & Training Center	Common Ground Outdoor Adventures	CVTD	Cache County Senior Citizen Center	Sunshine Terrace	Bear River Mental Health	Bear River Activity & Skill Center
Age Related Disability	X	X	X	X	X	X		
Physical Disability	X	X	X	X		X		X
Cannot Afford a Vehicle	X	X		X				
Remote Location	X	X				X		
Lack of Motor Vehicle (not financial)				X				
Developmental Disability	X	X	X	X		X		X
Visual Impairment	X	X	X	X		X		X
Hearing Impairment	X	X	X	X				X
Multiple Disabilities	X	X	X	X		X	X	X

FIGURE 2: MAP OF PROVIDERS

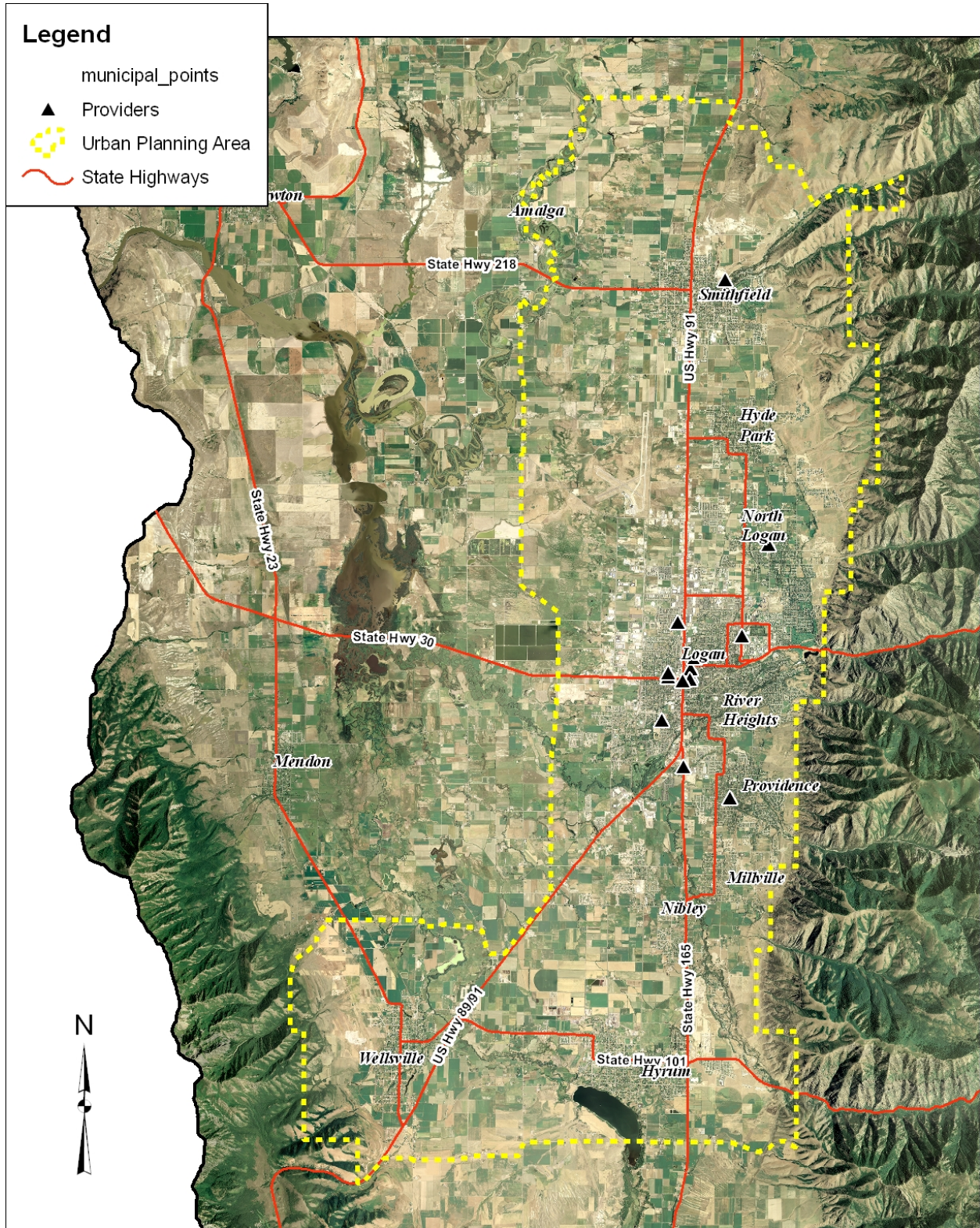
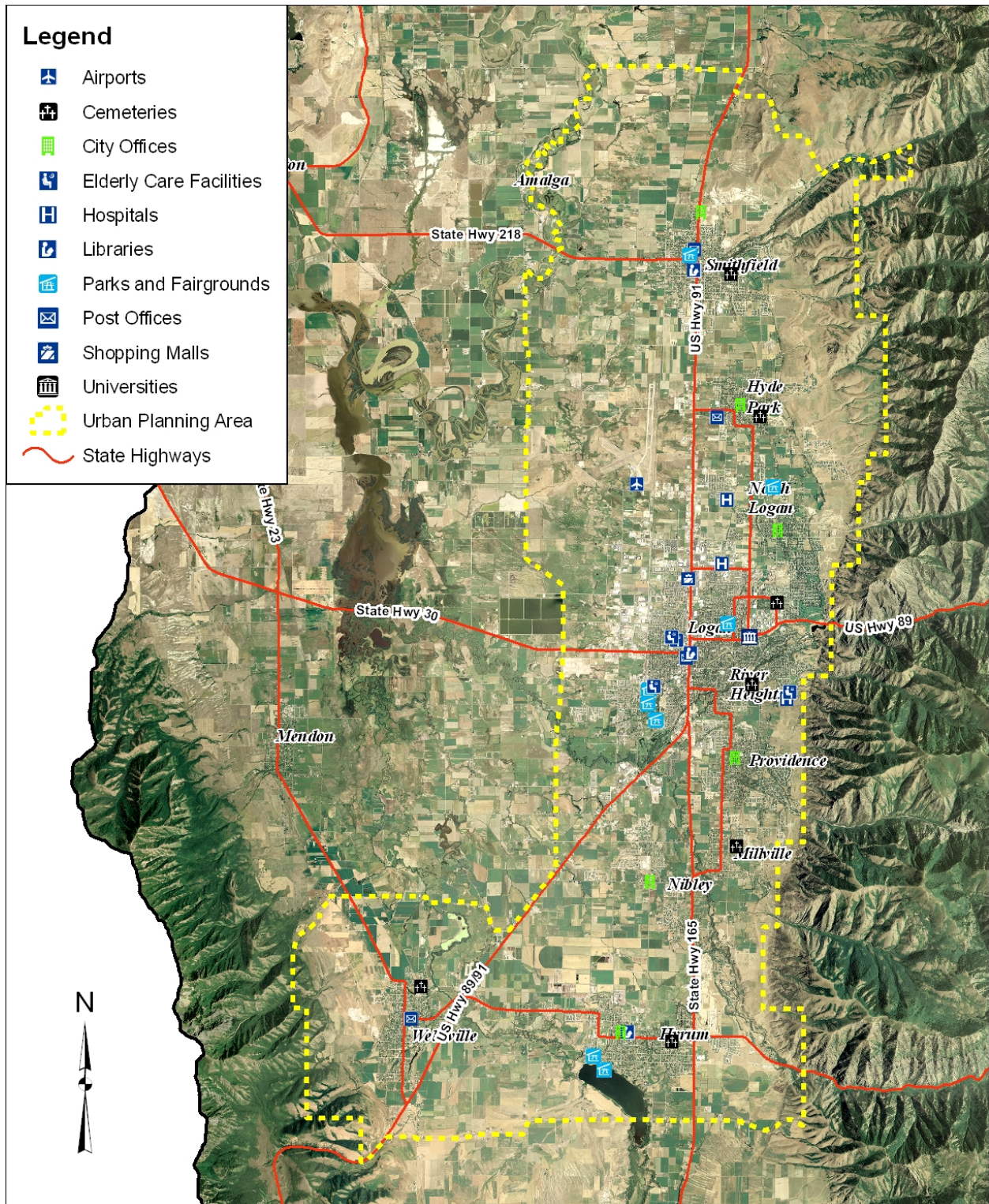


FIGURE 3: MAP OF SERVICES



DEMOGRAPHICS

Figure 4 shows the overlap between the targeted population groups. As shown, the low-income section is the largest of three. This could be due to the fact that Utah State University is located in the CMPO area which causes a high concentration of students who are mostly considered low-income.

Table 3 is a representation of the targeted populations in each city located within the CMPO boundaries. The majority of the population again is located in Logan.

Figure 5 illustrates the percentages of the population that are focused on in this study. The targeted population makes up about 22% of the total population with the low-income portion of the population being the largest.

FIGURE 4: OVERLAP OF TARGETED POPULATIONS

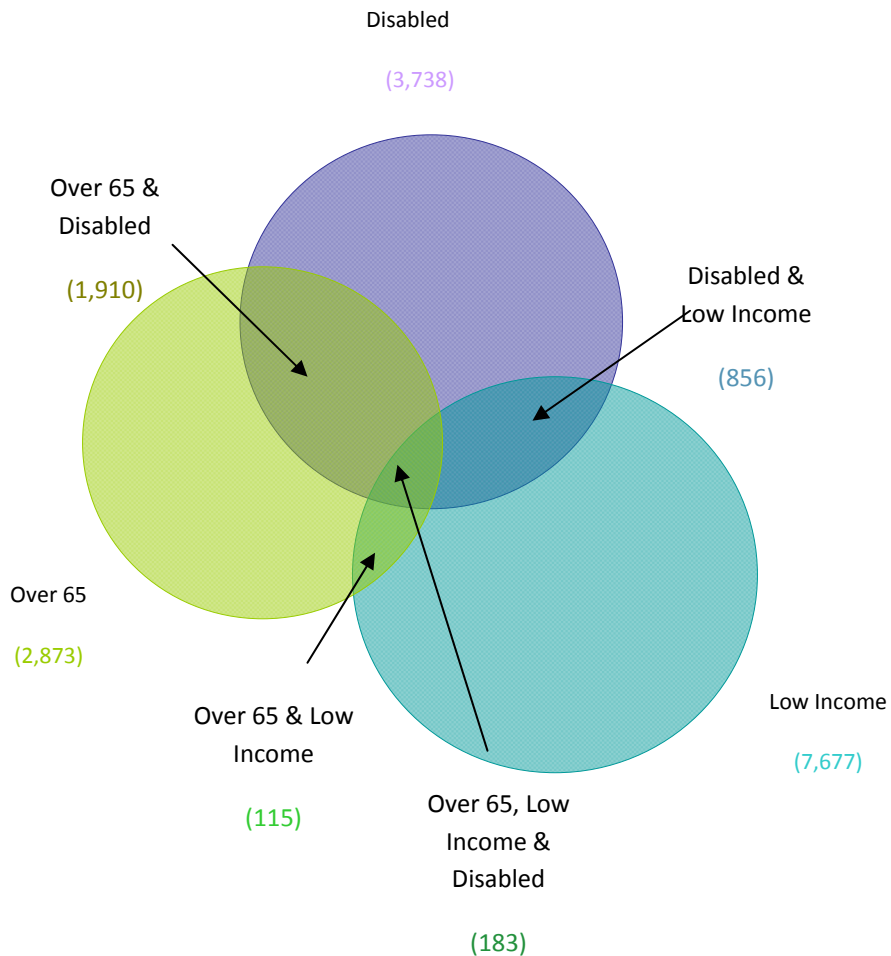
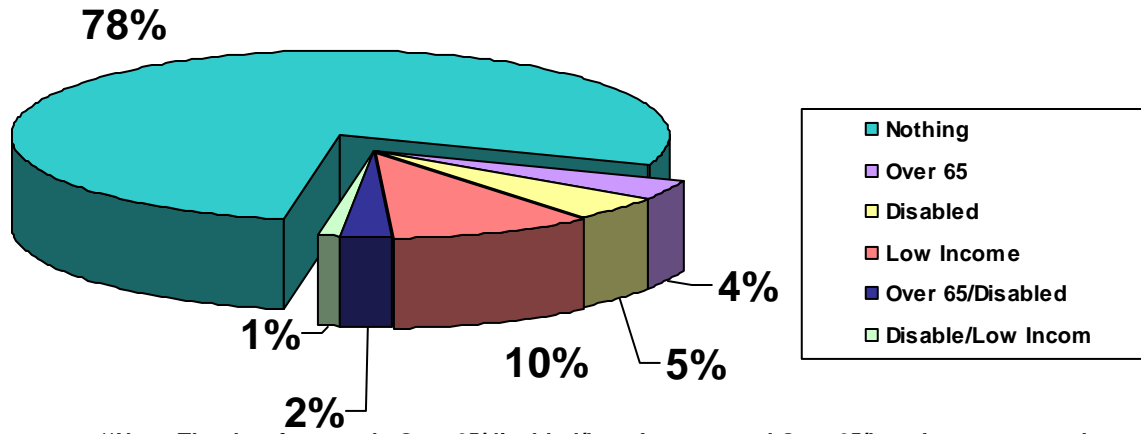


TABLE 3: CACHE MPO TARGETED POPULATION DEMOGRAPHICS

	Total Population	Over 65 Alone	Over 65 & Low Income	Over 65& Disabled	Over 65, Low Income & Disabled	Between 16 - 64 & Disabled	Between 16 - 64 & Low Income	Between 16 - 64, Low Income, & Disabled	Total Target Population	Target as % of Total
Hyde Park	2,955	98	9	46	-	99	44	13	309	10%
Hyrum	6,316	178	-	137	12	383	150	33	893	14%
Logan	42,670	1,481	42	1,027	129	1,964	6,946	655	12,244	29%
Millville	1,507	26	2	29	2	98	16	13	186	12%
Nibley	2,045	51	-	40	-	94	8	7	200	10%
North Logan	6,163	254	-	100	-	132	170	52	708	11%
Providence	4,377	235	9	124	20	203	64	23	678	15%
River Heights	1,496	132	2	72	4	76	36	-	322	22%
Smithfield	7,261	291	48	264	-	542	179	47	1,371	19%
Wellsville	2,728	127	3	71	16	147	64	13	441	16%
CMPO Total	77,518	2,873	115	1,910	183	3,738	7,677	856	17,352	22%

FIGURE 5: PERCENTAGE OF POPULATION



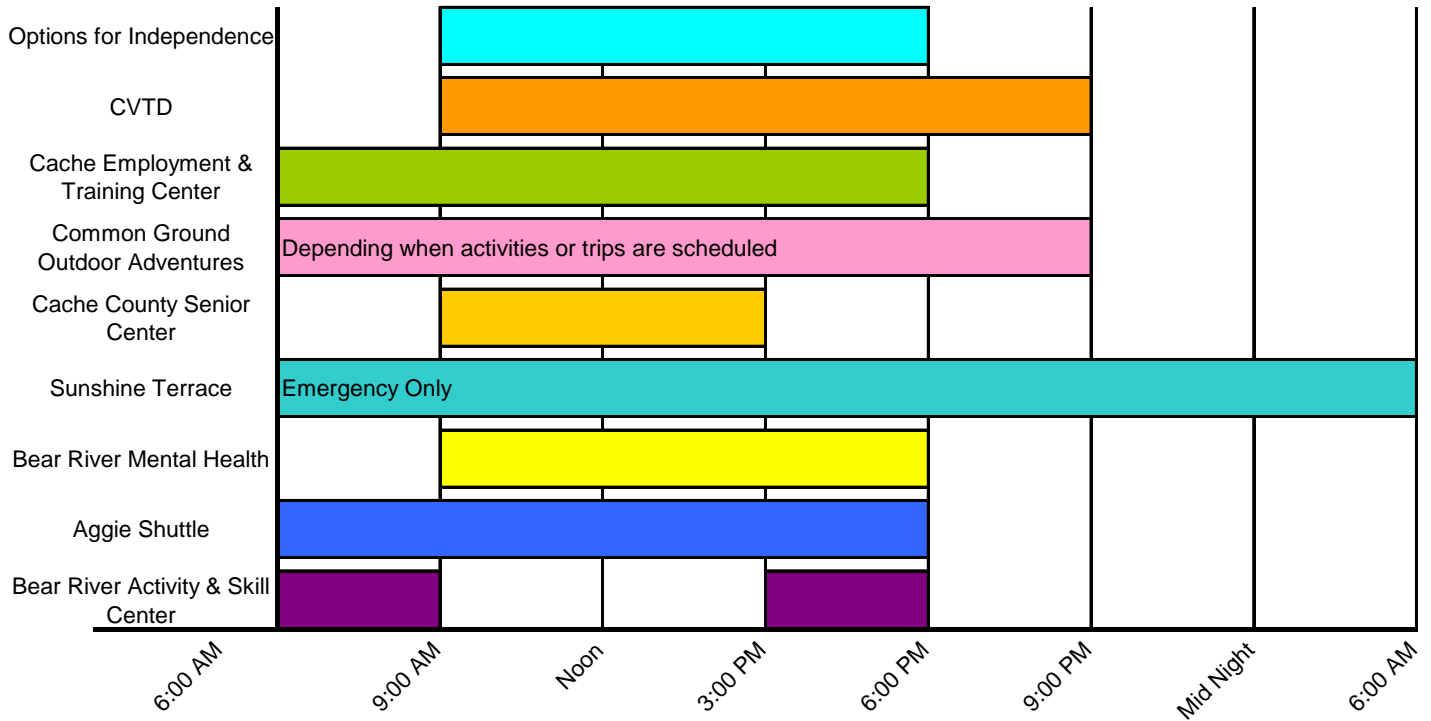
****Note:** The data for people Over 65/disabled/Low Income, and Over 65/Low Income proved to be insignificant in this particular representation and were not included.

SUMMARY OF TRANSPORTATION NEEDS:

SPECIALIZED TRANSPORTATION SERVICES WITH EXTENDED OPERATING HOURS

One problem that many of the clientele face is what to do in a non-emergency situation where transportation is needed out of normal business hours. Table 4 shows when each of the surveyed providers is available for transportation during the weekdays. There is a gap in service from 9 PM to 6 AM, plus many gaps in-between depending on what the clientele's qualifications are. There are also no services currently provided on Sundays, and limited services on Saturday in the CMPO area because of financial limitations.

TABLE 4: PROVIDER TIMES OF SERVICE ON WEEKDAYS



INCREASED CAPACITY FOR WHEEL CHAIR ACCESSIBLE VEHICLES

There was need expressed for more wheelchair accessible vehicles. Some of the service providers do not have an adequate amount of vehicles to serve their clients who require wheelchair lifts and other amenities. This is a problem especially for those who do not qualify for the present services like Call A Ride.

FUNDING FOR OPERATING EXPENSES AND ADDITIONAL SERVICES

The limited financial capacity of many of the service providers means they are unable to provide the level of service needed by their clients. Seven out of eight providers owned their own vehicles, and all eight of them contracted out for maintenance. Two of the eight service providers performed in house maintenance. That means that the majority of these providers have to come up with the funding to purchase and maintain their vehicles. Many of the providers expressed a concern that their clients could not receive the service because they did not have the proper vehicle or enough vehicles to accommodate the demand.

RECEIVING INFORMATION ON AVAILABLE SERVICES

There was a concern expressed that people do not know what services are available or which ones that they qualify for. The providers also find it hard to figure out whom an individual should contact for transportation. The information is difficult to find.

SERVICES ARE UNAVAILABLE FOR NON-EMERGENCY SITUATIONS

There are people who are currently unable to be transported by the any of the providers due to the way they need to be transported. If a client is bed ridden, or needs extreme help in being able to be transported the only options available for them currently is to pay for an ambulance for a non-emergency situation. This becomes very expensive for the client just to get to a doctor's appointment

INVOLVING THE PUBLIC OFFICIALS

Currently, it was felt that public officials are not well informed about the transportation needs in the community. It is important to get the officials involved and helping to resolve these transportation issues. Without their help, there is a limit on how effective a plan can be for the public.

STRATEGIES TO ADDRESS NEEDS:

STRATEGY 1 – EDUCATION AND OUTREACH

Discussion: There is a need to get information to clients and users about the various service offerings of Cache Valley agencies and groups. Each service provider has different eligibility requirements and limitations. This can be difficult for the user to navigate.

Recommendation: A central website should be established. Each service provider would be listed on the website along with Information about the provider. This would include the requirements, service locations, and contact information to receive services. A brochure could also be designed that had the information that is available on the website. Each of the service provides would make this available at their locations, and it also would be made available at public locations such as the city hall and libraries.

Prioritization Criteria:

- Ease of Implementation: It should be relatively easy to set up a website where all the information for the service providers could be listed. It would also be easy to gather together the information to put on the web site. Once the website is created a brochure would be easy to make and hand out to the decided locations.
- Needs Addressed: This strategy addresses the need to educate the public in what services are available. It would also give the providers information on other agencies, and allow them to answer questions that a client might have. It also might address some unknown needs such as increased rider ship.
- Position within Critical Path: This would be a good area to begin with in getting the providers to work together. The momentum from this project could be used to move on to other, more critical strategies. It would also get the public more interested in transportation.

STRATEGY 2 – AGENCY RESOURCE SHARING

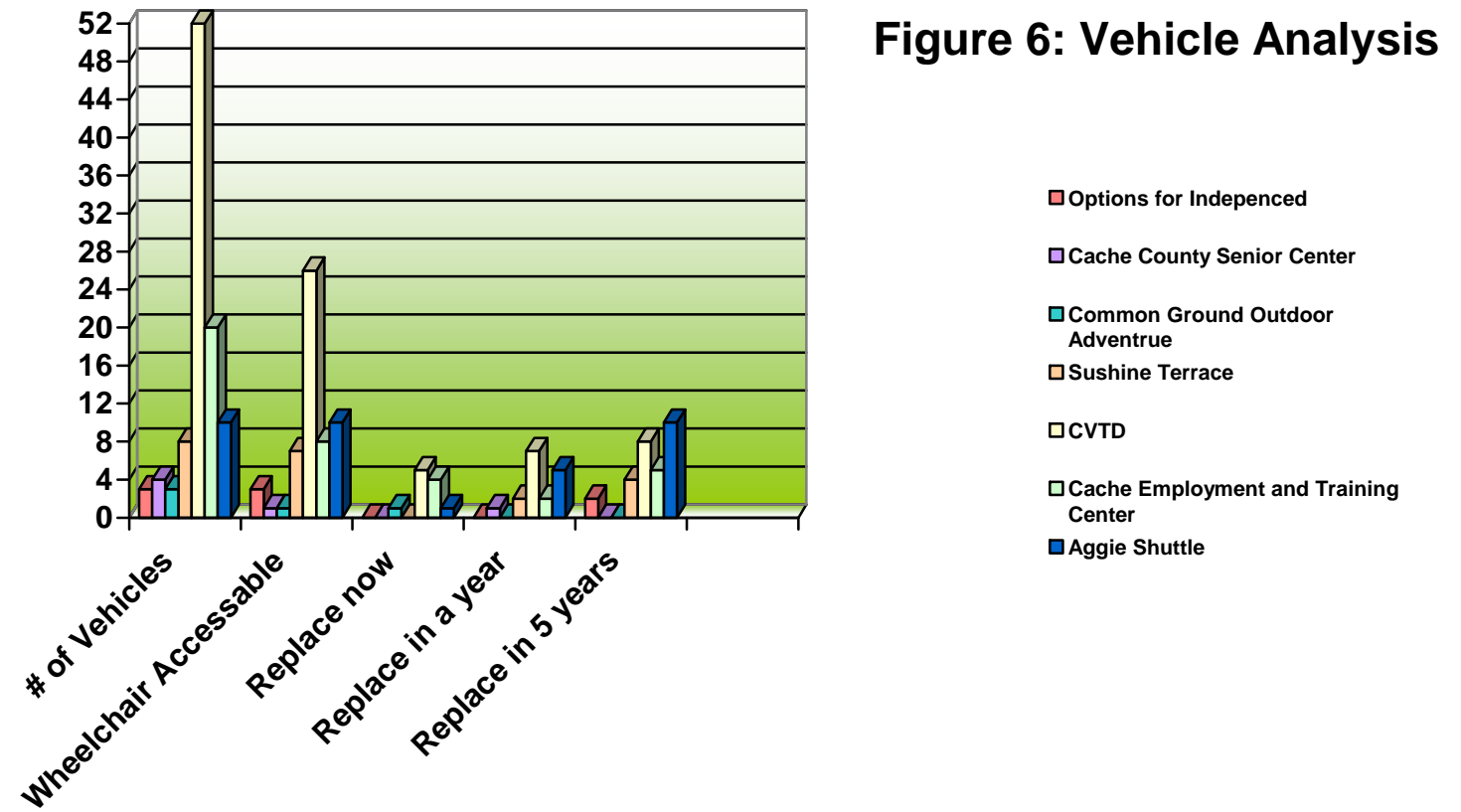
Discussion: Figure 6 gives a visual representation of how many specialized transportation vehicles are currently operating in Cache Valley. Figure 6 also shows the number of vehicles that will need to be replaced within five years. A number of service providers indicated a need for additional vehicles or properly equipped (wheelchair accessible) vehicles. Whether by replacement or service expansion, the need for additional vehicles will likely outpace funding resources. This is especially true with the projected increases in the aging population. Many service providers expressed a need to be more efficient with available resources. At certain times of the day or week vehicles may not be needed by a particular agency and could be shared with another. While some sharing of vehicles does presently occur, there is a need to enhance this level of agency collaboration. Removing some of the barriers to successful agency collaboration should be the initial focus in this regard.

Recommendation: A joint agency vehicle insurance solution will be critical to successful resource sharing. Currently it has proved very difficult for an agency to get insurance so that a driver employed by another agency is eligible to drive the vehicle. Agencies will need to work together to develop joint vehicle sharing policies and rules. Providing for effective scheduling coordination will be important to the success of this effort. Establishing an effective sharing system would also allow exchanges to take place when a service provider's main source of transportation becomes inoperable. Sharing of vehicles may not be a solution for all service providers given the diversity in the types of transportation activities. Nonetheless, opportunities should be explored with each service provider.

Prioritization Criteria:

- Ease of Implementation: There are many issues that would need to be addressed before this strategy could be implemented. UDOT has indicated a potential solution to the insurance dilemma.
- Needs Addressed: This strategy would address the need for additional vehicles and extra wheelchair accessible vehicles since agencies that do not currently have a wheelchair accessible vehicle would have access to one. The service area and hours could be extended, and it would limit the down time of each provider if one of their vehicles broke down.

FIGURE 6: PERCENTAGE OF POPULATION



- Position within Critical Path: This strategy is a critical step in getting the agencies to work together, and in moving toward a central dispatch of services. Many of the issues addressed in this strategy would open up the door for other strategies to be implemented.

STRATEGY 3 – CENTRALIZED DISPATCH

Discussion: Today, it’s entirely possible that a partially full bus, destined to pick up clients for Service Provider “X” drive past the front door of Service Provider “Y’s” client, who also needs a ride to some centralized common destination. Given the cost of fuel, this is particularly troublesome when those trips are to outlying communities such as Richmond or Clarkston. This level of inefficiency will not be acceptable in the future given the demand for limited resources. Agencies will need to optimize their transportation services by helping each other.

Recommendation: A fully staffed centralized scheduling and dispatch need not be the only solution to this problem. A number of creative and effective solutions could be worked out amongst the service providers. Certain specialized scheduling technologies may be introduced to help solve the problem. Universal availability of time sensitive information is the key to making this coordination happen. One must know where the busses are at any given time and where they are going and be able to link that information with clients that need rides in a time sensitive manner. Table 5 shows what services are available for transportation. It makes it easy to see where the gaps lie.

Ultimately it might be necessary to provide for a centralized “call center” function. This would provide the linkage between the client needing services and the most efficient allocation of the transportation resources. Current available technologies can help with this coordination. When a client called in their “file” would be displayed showing their needs and qualifications. It would be easy to then find what vehicles are traveling to that location that could meet their requirements. It would also limit the number of vehicles that would need to be dispatched to one location. An agreement between each service provides would need to be reached on how to distribute the cost and insure eligibility. This option may make it possible to serve those who presently can not get a ride unless it is an emergency situation or have to call the ambulance.

TABLE 5: PROVIDERS AND SERVICE

	Options for Independence	Cache Employment & Training Center	Common Ground Outdoor Adventures	CVTD	Cache County Senior Citizen Center	Sunshine Terrace	Bear River Mental Health	Bear River Activity & Skill Center	Aggie Shuttle
Programs at the Agency	X	X	X		X	X	X	X	
Congregate Meals					X				
Programs at other Agencies	X								
Medical Appointment				X	X	X	X		
Employment		X		X				X	X
Education		X		X					X
Shopping & Personal	X	X		X	X	X	X		
Field Trip & Recreation	X	X	X	X	X	X	X	X	X

Prioritization Criteria:

- Ease of Implementation: This strategy would be more difficult to implement considering funding would need to be found, and a place to set up the call center would need to be decided on.
- Needs Addressed: Sharing of vehicles would allow each provider to increase the time that service could be provided. The operational costs of service would be able to be lowered.
- Position within Critical Path: This strategy would be towards the end the critical path. It would show that the agencies are working together, and that the vehicles are being used to the best advantage.

STRATEGY 4 - TRAINING FOR DRIVERS

Discussion: All agencies have some program or policy to train drivers providing specialized transportation service. These efforts vary in their intensity and effectiveness. Agencies should “piggy-back” on each others efforts.

Recommendation: CVTD and the Sunshine Terrace Foundation seem to have the most comprehensive driver training program. Both agencies have expressed a willingness to include the drivers of other agencies in their training. The schedule and timing issues will need to be worked out between the agencies. more comfortable with the situation. The drivers would also be trained on what to do in an emergency situation with each of the different clientele. If it was necessary for a disabled individual to have some travel with them, then a list of two or three

Prioritization Criteria:

- Ease of Implementation: Since some providers already provide driver training it would be relatively easy to get other providers involved.
- Needs Addressed: This strategy addresses the need to train drivers that are not currently being trained. This would also make it easier to share vehicles between agencies. By condensing the

training, money could be saved in sharing the cost for one class instead of each agency providing their own training.

- Position within Critical Path: This strategy would need to be implemented before sharing of vehicles could be done since safety is a main concern. It would also get the agencies to turn to each other and work together in scheduling the class, and also in deciding what the material would be.

STRATEGY 5 - UNMET NEEDS MEETING

Discussion: There was a concern with getting the public officials involved. It was felt that currently they are not involved enough, and the information needs to be given to them. As some problems are fixed others come up, and they also need to be dealt with efficiently. This would involve getting public input.

Recommendation: Once or twice a year, a public open house or meeting would be held for the public. The main objective would be to see where the gaps are and what issues the public feel need to be addressed. Notes would be taken at this meeting along with attendance. The information would be presented to the public officials. This would also give the Transportation Committee an idea of where their time and effort is most needed.

Prioritization Criteria:

- Ease of Implementation: This strategy would be relatively easy to implement, and would not require a lot of work from the providers
- Needs Addressed: This strategy provides a way to get the public officials more involved while helping the providers improve the services that are currently in place.
- Position within Critical Path: While this is an important strategy it will not dramatically improve the operating system, and is not critical for the implementation of any other strategy.

STRATEGY 6 - CENTRALIZED PROVISION OF SERVICE

Discussion: Perhaps at some point enough agencies/groups in the Cache Valley may decide that they would like to get out of the business of providing transportation services entirely. A proxy system could focus on the transportation needs and let the agency concern themselves with the delivery of the service more central to their mission. Certainly, the willingness to shift this responsibility would require the receiving entity have adequate capability to provide roughly the same level of service.

Recommendation: A central hub would be set up through a central provider. Other providers would then have the opportunity to participate.

Prioritization Criteria:

- Ease of Implementation: This recommendation would be hard to implement. There are several issues that would need to be addressed, and it would need to be made cost effective for all of the service providers.
- Needs Addressed: Though this would address many of the needs mentioned in this report, it would not address the needs of all the service providers. While bringing the cost down for some, it might bring the cost up for others.
- Position within Critical Path: This strategy would be towards the end the critical path. It would show that the agencies are working together, and that the vehicles are being used to the best advantage.

PRIORITIES:

A ranking of high, medium, and low has been given for each of the strategies based on the evaluation of each of the three criteria:

- Ease of Implementation
- Needs Addressed
- Position within Critical Path

Ease of Implementation: Strategies that are relatively easy to address received a higher priority than those that require substantial dedication of resources or that are difficult to complete because they address complex issues.

Needs Addressed: Strategies that address multiple needs were prioritized higher than those that address fewer needs.

Position within Critical Path: Strategies received a higher priority if they are positioned early on the critical path. This means that if a strategy must be implemented before other strategies can be implemented, it receives a higher priority.

The prioritization rankings are fairly subjective. There priorities are simply recommendations, not requirements.

HIGH

Strategy 1 – Education and Outreach

Strategy 2 – Agency Resource Sharing

Strategy 5 – Unmet Needs Meeting

MEDIUM

Strategy 3 – Centralized Dispatch

Strategy 4 – Training for Drivers

LOW

Strategy 6 – Centralized Provision of Service